



## Payment and cancellation terms for tourist services at Mefjord Brygge AS

Mefjord Brygge AS has the following policy for payment and cancellation regarding tourist services that are confirmed by the customers or tour operators.

In general, we assume that people typically book their holiday long time in advance and therefore we are not able to cancel and fill up booking of accommodation and/or boats at short notice.

**Mefjord Brygge has the following terms which are binding unless different individual arrangements have been made (confirmed by our management staff)**

### 1) Orders

Orders are binding for both parties from the point in time they are confirmed. We will take our outmost effort to provide services according to the details of reservation. Customer satisfaction is our priority.

### 2) Payment

- a) We expect 100% payment 12 weeks (3 months) before the arrival date. Example: booking for April will be charged in January the same year, May will be charged in February and so on...
- b) If the order is made within 12 weeks (3 months) of the arrival date, the entire booking amount must be paid within 7 days after confirmation
- c) If the required amount is not paid, Mefjord Brygge AS has the right to cancel the reservation

### 3) Cancellations

- a) Provided that there are at least 8 weeks (2 months) remaining before the agreed arrival date, the tenant can cancel the order within ten days of placing the order.
- b) The advance payment is refunded to the tenant with the deduction of a cancellation fee of NOK 500
- c) It is not possible to cancel within 8 weeks (2 months) days of arrival. The tenant must then pay the entire rental amount to Mefjord Brygge
- d) All cancellations must be made in writing (post or email)

### 4) Insurance of cancelation

- a) Tenants must themselves arrange travel insurance that will cover any illness or other circumstances over which the tenant has no control and which make it impossible to make use of the product that has been ordered



#### 5) Changes to orders

- a) Provided that there are at least 8 weeks (2 months) remaining before arrival, the tenant has the right to change the order. Changes cannot lead to a lower rental amount and the change must be in the same year within the confirmed availability of resources.

#### 6) Arrival and departure times

- a) Arrival time is 14.00 and departure time is 10.00 unless otherwise stated on the travel documents.
- b) If arrival or departure should occur between 23.00 and 07.00, the tenant may be requested to pay an after-hours fee of NOK 600

#### 7) The tenant's responsibility

- a) The tenant undertakes to remedy any damage that may occur to the property, the accommodation and its contents, boats, engines, tools etc
- b) The tenant is also responsible for any such damage that may be caused by persons who are part of the rental arrangement or who the tenant in any other way allows access to the properties

#### 8) For fishing tourists

- a) A deposit will be required on arrival amounting to NOK 1500 (or 200 Euro) per boat
- b) We cannot take any responsibility for days when it is not safe to fish due to bad weather conditions. We don't offer any refunds if on certain days boat cannot be used
- c) Once the tenant has returned the housing unit and the boat in the agreed condition, the deposit will be returned to the tenant

#### 9) Complaints

- a) Any complaints must be made immediately to Mefjord Brygge, or to the person listed as contact person.
- b) If the matter cannot be solved immediately, a written complaint must be sent to Mefjord Brygge at latest 14 days after the conclusion of the rental period. Mefjord Brygge undertakes to reply to the tenant within six weeks of receiving the complaint

**THESE GUIDELINES ARE BINDING UNLESS DIFFERENT  
INDIVIDUAL AGREEMENTS HAVE BEEN MADE IN WRITING**

Mefjord Brygge AS  
Tommy Schanke Hansen  
Managing director and owner.  
Tlf: +47 778 58 980. Mobile: +47 951 89 099  
[firmapost@mefjordbrygge.no](mailto:firmapost@mefjordbrygge.no)  
[www.mefjordbrygge.no](http://www.mefjordbrygge.no)

Mefjord Brygge AS  
9386 Mefjordvær, Norway / org.no 989704117  
phone: +47 77 85 89 80 / e-mail: firmapost@mefjordbrygge.no